

# **Nursing Home CAHPS®**

**In-person – Long Stay Survey**

**April 14, 2005 pm Draft  
Not for Circulation**

**Legend: M# indicates merged question order**

**QoL # indicates question # from Quality of Life items (Round 2)**

**QoC # indicates question # from Quality of Care (Sept. 2003) items**

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## (VIGNETTES)

### [SHOW CARD 1: 0-10]

I'm going to ask you some questions about how things are for you and how you feel about the care you get in this nursing home. Before we start, I'm going to ask you 3 warm-up questions. They'll give you an idea of the types of questions we'll be talking about. I'm going to tell you about three different people in a nursing home and ask you to rate the help they get from staff.

1. The first person is Mr. Baker. He likes to get dressed every day but he can't get dressed by himself and needs help. Staff are **always too busy** and **never help him** get dressed, so he stays in his pajamas.

Using any number from 0 to 10 where 0 means the worst possible and 10 means the best possible, what number would you use to rate the help Mr. Baker gets with his dressing?

\_\_\_\_\_ (0-10)

2. Let me ask you about a different person. Mrs. Smith likes to get dressed each day and she needs help. **Every day**, staff come to her room and help her get dressed the way she likes.

Using any number from 0 to 10 where 0 means the worst possible, and 10 means the best possible, what number would you give the help Mrs. Smith gets with her dressing?

\_\_\_\_\_ (0-10)

3. Mr. Jones is the third person. He also likes to get dressed every day and he needs help. **Most days**, when the staff aren't busy, they come to help him get dressed. But, once a week, when the staff are too busy, they don't help him get dressed at all and he stays in his pajamas all day. He is usually dressed, but sometimes not.

(Using any number from 0 to 10 where 0 means the worst possible, and 10 means the best possible, what number would you give to the help Mr. Jones gets with his dressing?)

\_\_\_\_\_ (0-10)

Now let's talk about how you feel about things at this nursing home. When you answer, you can use any number from 0 to 10 where 0 is the worst possible and 10 is the best possible.

(QoC1/QoL 15)

M1. First, what number would you use to rate the food here at the nursing home?

\_\_\_\_\_ (0-10)

(QoL16)

M2. Do you ever eat in the dining room?

☐ YES

☐ NO (SKIP TO M4)

(QoL17)

M3. When you eat in the dining room, what number would you use to rate how much you enjoy mealtimes?

\_\_\_\_\_ (0-10)

(QoC 2)

M4. What number would you use to rate how comfortable the temperature is in the nursing home?

\_\_\_\_\_ (0-10)

(QoC 3)

M5. Now, think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home is?

\_\_\_\_\_ (0-10)

(QoL 26)

M6. What number would you use to describe how safe and secure you feel in the nursing home?

\_\_\_\_\_ (0-10)

(QoC 7)

M7. Now, think about all the different kinds of medicine that help with aches and pain. This includes medicine prescribed by a doctor, as well as aspirin and Tylenol. Do you ever take any medicine to help with aches or pain?

☐ YES

☐ NO (SKIP TO M10)

(QoC 8)

M8. What number would you use to rate how well the medicine worked to the help with aches or pain?

\_\_\_\_\_ (0-10)

(QoC 9)

M9. What number would you use to rate how well the staff help you when you have pain?

\_\_\_\_\_ (0-10)

(QoC 4)

M10. What number would you use to rate how quickly the staff come when you call for help?

\_\_\_\_\_ (0-10)

(QoC10/QoL 7 & 20)

M11. Does the staff help you get dressed, take a shower, or go to the toilet?

☐ YES

☐ NO (SKIP TO M13)

(QoC11/QoL21)

M12. What number would you use to rate how gentle the staff are when they're helping you?

\_\_\_\_\_ (0-10)

(QoC12/QoL18)

M13. What number would you use to rate how respectful the staff are to you?

\_\_\_\_\_ (0-10)

(QoC 13)

M14. What number would you use to rate how well the staff listen to you?

\_\_\_\_\_ (0-10)

(QoC 14)

M15. What number would you use to rate how clearly the staff explain things about your care to you?

\_\_\_\_\_ (0-10)

(QoC 15)

M16. Overall, what number would you use to rate the care you get from the staff?

\_\_\_\_\_ (0-10)

(QoC16/QoL22)

M17. Since you've been in this nursing home, have you seen any doctor for medical care?

☐ YES

☐ NO (SKIP TO M19)

(QoC17/QoL23)

M18. What number would you use to rate the medical care you got from doctors?

\_\_\_\_\_ (0-10)

(QoC 18)

M19. Do you use a hearing aid?

☐ YES

☐ NO (SKIP TO M21)

(QoC 19)

M20. What number would you use to rate how well the staff here at the nursing home keep your hearing aid in good working condition?

\_\_\_\_\_ (0-10)

(QoC 20)

M21. Now we'd like you to think about help you get with your eye care, such as having drops put in your eyes, getting you glasses or other equipment to help you see better, and helping you get your eyes checked.

Since you've been in this nursing home, have you received any help with your eye care?

☐ YES

☐ NO (SKIP TO M23)

(QoC 21)

M22. (Use any number from 0 to 10 where 0 is the worst it could be and 10 is the best it could be.) What number would you use to rate how well the staff here at the nursing home help you with your eye care?

\_\_\_\_\_ (0-10)

(QoC 22)

M23. Dental care involves brushing your teeth, caring for your mouth, teeth, dentures, and gums, and helping you get dental check-ups.

Since you've been in this nursing home, have you received any help with your dental care?

☐ YES

☐ NO (SKIP TO M25)

(QoC 23)

M24. (Use any number from 0 to 10 where 0 is the worst it could be and 10 is the best it could be.) What number would you use to rate how well the staff here at the nursing home help you with your dental care?

\_\_\_\_\_ (0-10)

(QoL24)

M25. Now I'd like to talk a little more about your life here in the nursing home.  
Is religion a part of your life?

☐ YES

☐ NO (SKIP TO Q27)

(QoL25)

M26. What number would you use to rate how well this nursing home helps to meet your religious needs?

\_\_\_\_\_ (0-10)

(QoC 24/QoL27)

M27. Overall, what number would you use to rate this nursing home?

\_\_\_\_\_ (0-10)

**[SHOW CARD 2: Yes/No/Sometimes]**

(QoL1)

M28. For next questions you can answer yes, no, or sometimes.

Is the area around your room quiet at night?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL 2)

M29. Are you bothered by noise in the nursing home during the day?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL 3)

M30. If you have a visitor, can you find a place to visit in private?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL 4 &5)

M31. The way a room is set up can make it easier or harder for a person to move around and reach things. Is your room set up so you can get the things you need by yourself without help from another person?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(new)

M32. If you wanted to, can you turn yourself over in bed without help from another person?

☐ YES (SKIP TO M34)

☐ NO

(QoL 6)

M33. Are you ever left sitting or laying in the same position so long that it hurts?

☐ YES

☐ NO

☐ SOMETIMES

(QoL7)

M34. Do the staff help you dress, take a shower or bathe?

☐ YES

☐ NO (SKIP TO M36)

(QoL 8)

M35. Do the staff make sure you have enough personal privacy when you dress, take a shower, or bathe?

☐ YES

☐ NO

☐ SOMETIMES

(QoL 9)

M36. Can you choose what time you go to bed?

☐ YES

☐ NO

☐ SOMETIMES

(QoL10)

M37. Can you choose what clothes you wear?

☐ YES

☐ NO

☐ SOMETIMES

(QoL 11)

M38. Can you choose what activities you do here?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL12)

M39. Do any volunteers or staff talk with you about what kinds of activities you like to do?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL 13)

M40. Are there enough organized activities for you to do on the weekends?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

(QoL 14)

M41. Are there enough organized activities for you to do during the week?

- ☐ YES
- ☐ NO
- ☐ SOMETIMES

**[SHOW CARD 3: Definitely No/Probably No/Probably Yes/Definitely Yes]**

(new)

M42. For next question you can answer definitely no, probably no, probably yes, or definitely yes.  
Would you recommend this nursing home to others?

- ☐ DEFINITELY NO
- ☐ PROBABLY NO
- ☐ PROBABLY YES
- ☐ DEFINITELY YES

**[SHOW CARD 4: 0-10]**

(QoL 28)

M43. These next questions are about you. First, we want to know how you feel about your life now. Use any number from 0 to 10 where 0 is the worst possible and 10 is the best possible. What number would you use to rate your life now?

\_\_\_\_\_ (0-10)

**[SHOW CARD 5: Often/Sometimes/Rarely/Never]**

(QoL 30)

M44. Now I'd like you to use this list of answer choices (SHOW LIST).

How often do you feel worried - often, sometimes, rarely, or never?

- ☐ [ ] OFTEN
- ☐ [ ] SOMETIMES
- ☐ [ ] RARELY
- ☐ [ ] NEVER

(new)

M45. How often do you feel happy - often, sometimes, rarely, or never?

- ☐ [ ] OFTEN
- ☐ [ ] SOMETIMES
- ☐ [ ] RARELY
- ☐ [ ] NEVER

**[SHOW CARD 6: Excellent/Very Good/Good/Fair/Poor]**

(QoC 25/QoL29)

M46. In general, how would you rate your overall health - excellent, very good, good, fair, or poor?

- ☐ [ ] EXCELLENT
- ☐ [ ] VERY GOOD
- ☐ [ ] GOOD
- ☐ [ ] FAIR
- ☐ [ ] POOR

M47. In what year were you born?

\_\_\_\_\_ (YEAR)

M48. What is the highest grade or level of school that you have completed?

- ☐ 8<sup>TH</sup> GRADE OR LESS
- ☐ SOME HIGH SCHOOL BUT DID NOT GRADUATE
- ☐ HIGH SCHOOL GRADUATE OR GED
- ☐ SOME COLLEGE OR 2-YEAR DEGREE
- ☐ 4-YEAR COLLEGE
- ☐ MORE THAN 4-YEARS COLLEGE DEGREE

M49. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

M50. What is your race? (IF NEEDED: Would you say you are... )

- ☐ a White
- ☐ b Black or African-American
- ☐ c Asian
- ☐ d Native Hawaiian or other Pacific Islander
- ☐ e American Indian or Alaska Native
- ☐ f Other (Please print.)

M51. (NOT ASKED) SEX:

- ☐ MALE
- ☐ FEMALE